

Alex Rushton

alex.rushton@gmail.com

+1 801 879 0976

My goal is to ensure company employees are able to perform their duties to their highest potential while maintaining the network stability, security, and privacy required. My combined IT experience exceeds 25 years, including over 9 years in cloud systems architecture.

Work Experience

Senior IT Specialist

Agfinity - Loveland, CO

June 2020 to Present

- I designed and built a Hybrid Azure AD environment and migrated the entire company over to it. This provided the ability for all employees to work remotely.
- Migrated the entire company to M365, across 12 different sites with zero down time.
- I implemented Azure AD MFA and Azure AD SSO across the company.
- Converted 85% of the IT tasks from manual to automated using a combination of powershell scripts, gpo, Intune, Microsoft Endpoint Manager, and Microsoft 365 Defender.
- I helped lead the team that converted our sales division over to a new Dynamics CE solution.
- I built and maintained several SQL server clusters used for the Dynamics CE, Agris, and Energy Force systems.
- I rebuilt an entire citrix environment in less then a day when the on prem server and it's DR failed .
- Configured the security across the tenant where I raised the total Microsoft Secure Score from the initial 12% rating up to 96% with Identity Secure Score and Apps Secure Score are now 100%.
- Provided remote support through ticketing for 500 endpoints across 12 sites and remote users.
- I upgraded or migrated all of the old windows server 2008 and 2012r2 servers up to a windows server 2019 environment.
- Defended company systems against cyber attacks and trained employees on best practices.

Tier 3 IT Consultant

Executech - South Jordan, UT

January 2017 to December 2019

- I designed and built a cloud server farm from scratch to run Caselle government accounting software for 70 municipalities across the country. The system provides access to over 1000 users.
- I worked as the acting SQL DBA for the Caselle cloud system. This involved managing over 70 individual SQL instances.
- I remotely provided technical support for most of the end users to get Caselle functioning properly using a combination of ConnectWise Screenconnect and LogMeIn Ignition to connect to the end user computers.
- Provided both remote and periodic onsite support for the town of New Castle, CO.
- I upgraded the networks for the Town Hall, Police Department/Public Works, and Community

Center in New Castle, CO. This has involved installing new SonicWall TZ500's, replacing bad cabling, and configuring site-to-site VPN's. This allowed for each location to have a Fiber connection while still being on the same network.

- Worked periodically with the Water Treatment Plant in New Castle, CO on the SCADA systems.

This support included working with the end users as well as the developers for the software.

- I provided remote technical support for the city employees' workstations and printers as well as software training for the following Colorado areas: Eagle, Elizabeth, Golden, Sugar City, Wellington, Frisco, Lake Dillon, Pagosa Springs, Plum Creek, Summit Fire and Rescue, and Teller County.

T3 Escalation Engineer

Bask - Lehi, UT

January 2010 to December 2017

- As the veteran employee of the company, I helped Bask grow from a group of a dozen techs with roughly 1,500 customers to a cutting-edge remote support company with several teams of techs, numbering over 200 techs across the globe, with almost 50,000 customers just 5 years later and lead to a lucrative buyout. At that point I was the Senior Escalations Technician, responsible for all the most difficult tickets.

- Was the lead remote escalation support for a team of remote techs around the world. I coordinated amongst the other techs to resolve customer tickets as quickly and efficiently as possible while maintaining quality service.

- I got the nickname Yoda because I got the reputation for knowing all and taking other techs on as apprentices. These techs would succeed at a higher rate than other techs on the teams.

- I was responsible for doing everything in my power to resolve difficult issues both with the hardware/software and the customers. What would start out as a yelling customer would turn into a satisfied long-term contract deal when a resolution was found. I was often told that I could consistently "fix the unfixable".

- I had the lowest cancelation rate amongst all techs at the company. My lowest score on a satisfaction survey was a 7/10 and that was before I had any training on the company software. All others were 9 or 10.

- Built a rapport with customers to discern what they really needed to have fixed, not just putting a Band-Aid on the problem. I can speak tech to customers in a way they will understand without them feeling talked down to.

- I can see the underlying problems when others only focus on the effects. This sometimes meant the process of fixing the computer took longer, but the problems were truly fixed and reworks were rare.

- Won Consumer Tech MVP 2013 for: Commitment to staff and support members, Improving Techcare, Passion about service, working with his team to achieve success, keeping a positive attitude that brings a smile to others and makes the day to day work that much more enjoyable.

- I developed and maintained an internal script repository to streamline services to Bask members. This meant more members could receive services simultaneously with faster repairs that corrected the underlying issue.

- Coordinated with the local onsite technicians using the Onforce, WorkMarket, and Field Nation platforms. This was everything from determining if it was necessary, locating and selecting an appropriate tech for the customer's needs, setting up a time, making tickets, verifying work, processing payment, and reviews.

Scripter/Designer

Smartbomb Interactive - Salt Lake City, UT

January 2008 to December 2009

- I designed and documented new and innovative gameplay on Snoopy Flying Ace for Xbox Live Arcade. This was one of Microsoft's featured first-party titles for the XBOX360.
- I implemented the design through use of scripting and worked with the engineering team to create the technology needed to fulfill the design documents.
- Managed a series of assets for multiple projects and coordinated with the different teams to satisfy the requirements of the design.
- I continued to develop my theories of streamlining the development processes throughout the company.

Director of Information Technology

Ameritech College - Draper, UT
January 2007 to December 2008

- I took a poorly designed, unsecured home network of 30 workstations across three campuses and turned it into a respectable business environment. I did this by negotiating a deal with Dell to replace all the technology across all campuses with new, compatible systems with the correct OS and a full server room. I connected the campuses using a secure network with full MPLS functionality and integrated VOIP system. I created a system with redundant backup that kept file loss from occurring, which had been a problem previously.
- As the Director of Information Technology, I was responsible for helping students pick out their required laptops. I used my people skills to match the student with a laptop that was within their price range and still functioned at a level that was required by the college curriculum.
- I was also responsible for all maintenance, training, and setup of all technology on the three campuses. This included everything from computers and printers to projectors and nursing equipment. My favorite was when I had to diagnose and repair the lifelike robot they used in class for the nurses training.
- I used a calm, relaxed demeanor to teach the instructors and students how to use technology when they were often terrified of it.
- Due to the success to the IT department, I was assigned the task of reviewing all processes in the company and coming up with more effective ways of completing all functions of the business.

Game Designer

Saffire, Inc. - South Jordan, UT
January 1998 to December 2007

- Starting as a teenager, I designed levels for several games including Top Gear Rally 2, CyberTiger Golf, Xena: Warrior Princess, Van Helsing, The Hobbit and Starcraft: Brood War among others.
- My duties included writing up proposals for all game content.
- I designed and developed the tools to streamline development which took development times from over a year with a team of 30-35 to three months with a team of less than 10. I coordinated the needs of the different parts of the team by taking the requested tasks and paring them with what they really needed which often varied from what they thought they wanted.
- By age 23, I had 23 published titles. I designed roughly half of the maps for the single player campaign in Starcraft: Brood war which went on to be one of the top selling games of the decade.
— Project Manager, Mobile Game Development
- I ran a team of 25 professionals, working toward a common goal. This involved translating from artist inspiration to programmer logic, passing on progress updates to publishers daily to ensure the expectations were being met, and implementing innovative ways to increase productivity by streamlining the build processes down to compiling 17 builds with a single button, while staying within the budget.
- I worked on 4 projects simultaneously and kept everything on schedule and budget. These games, Bopit, No Brainer, Pele Futbol, went on to be in Verizon's top 10 selling apps for that year.

— Network Administrator

- I took over the tasks from 3 existing IT people with just me while improving the functionality and stability of the network.
- I maintained the network with 7 servers and 100 workstations.
- The company had no budget to upgrade anything so I had to keep it running in any way possible which helped develop my troubleshooting and creative repair skills.

Technology Experience Commented [1]: needs updated

Microsoft Operating Systems, Microsoft Servers (2000-2019), Microsoft Office Suites, SQL, Active Directory, Azure Active Directory, Kubernetes, Microsoft 365, SSO, MFA, OAUTH, AWS, Intune, Microsoft Endpoint Manager, SCCM, Microsoft Teams, Docker, Zoom, Slack, Unified Messaging, OS/X, Ubuntu Linux, Visual Studio, Citrix, Adobe Creative Suite, Caselle, SCALE Systems, VMWare, EfileCabinet, Docusign, Dynamics CE, TeamViewer, Bomgar, Logmein Rescue, Splashtop, Agris, Energy Force, Scripting Languages (powershellVbscript, Windows Batch Scripting, Applescript, Autohotkey, etc), PC, Mac, Mobile Devices (IOS/Android Tablets/Smartphones), Routers, Switches, Firewalls, Wireless access Points, Network Printers/Copiers, MPLS, VOIP.

Education

Business Administration

University of Utah

2005 to 2006

Associates of Science in Business

Salt Lake Community College

December 2005

Skills

- Azure Architect
- Evaluate business needs and facilitate cost effective and timely solutions with no downtime.
- Proven proficiency with Azure IAAS, PAAS and SAAS, ensuring that all cloud solutions follow security and compliance controls, including data sovereignty
- Expert skills on troubleshooting cloud networks, middleware & cloud storage technologies
- Experience in architecting hybrid solutions, cloud integration with on premise environment (Azure app service environment, hybrid Exchange, express route)
- Expert in utilizing scripting and automation technologies, including Python, PowerShell and Azure CLI, leveraging Azure, leveraging ARM templates, ADF, Azure functions and Azure Batch
- Experience in SQL and NoSQL databases, including MySQL
- Experience working with MS technical stack and build deployment automation
- Designing, testing, and implementing application services migrations in both a manual and automated manner.
- Experience with build tools, CI/CD, Devops methodologies
- Working experience with Multi-tenanted architecture, MicroServices, Container, Virtualization IT Admin
- Demonstrated experience with Office 365, Active Directory, Messaging Architectures
- Maintain current and compliant on technology updates.

- Strong knowledge and experience with all Windows Servers, M365, and Microsoft Endpoint Manager
- Experience with proven systems engineering life-cycle, adherence to a SELC, and production of artifacts supporting a SELC
- Assist development team in migrating data from one environment to another
- Exceptional knowledge of networking devices/appliances (DNS, Firewall, Routers,...) Management
- SCRUM Master Certified
- Proven leadership to internal project teams and clients
- Excellent written and verbal communication skills and an ability to interface with organizational executives
- Experience with creating instructional documentation, demonstrations, presentations, and proposal writing. Alex Rushton Alex.Rushton@gmail.com
- Adaptability
- Autonomy
- Critical Thinking
- Problem Solving
- Team Management
- Conflict Resolution
- Decision Making skills

Certifications and Licenses

Certified Scrum Master